

HCSIS Alert!

Department of
Mental
Retardation

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CentralWest has been live for 3 weeks and is progressing well. Monson and Glavin have started reporting events through HCSIS and are further developing their use of Meditech.

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with questions.

As of noon on 5/24/06, CentralWest Region recorded the following in HCSIS since 5/8/06:

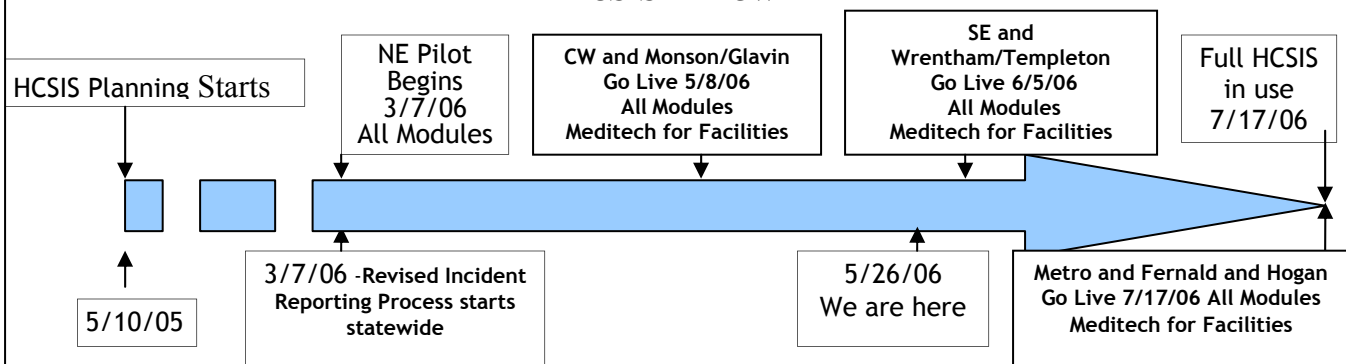
	<u>CENTRALWEST</u>	<u>MONSON</u>	<u>GLAVIN</u>
◇ Incidents	242	2	12
◇ Restraints	29	0	4
◇ Medication Occurrences	52		
◇ Health Care Records	49		

EXPERIENCES:

GLAVIN, from Al Bacotti: "Staff were well prepared for both. Very little in the way of anxiety or problems. Issues which came up and could be resolved had to do with the first admission and discharge on Meditech and the technical support guided us through that. There were the sign-on issues with HCSIS, but those were addressed quickly and from our perspective, painlessly. We made sure everyone at least tried to get into HCSIS this week, even if they had no information to report. Generally, the support tech help were very pleasant and accommodating. Our own staff of superusers were well trained and prepared as well. Of course, it is still early and not everyone has had a need to do an assessment in Meditech or an incident report in HCSIS, but there is a high level of confidence that when the need arises, the staff are prepared."

MONSON, from Jane Arthur: "The use of Meditech and HCSIS at Monson has gone very well. The planning and training provided centrally and locally over the past year resulted in a smooth transition. With the support of the Pilot Team Members, Business Analysts, and Consultants on site, the transition to Meditech has been very smooth. Common feedback from end users is that people like the new process, and with daily use, it becomes easier. Regarding HCSIS, Monson has filed only 2 incidents, both completed by the same person. This went smoothly. We have had some difficulties with access issues and are dealing with the Help Desk to resolve those. It is difficult to fully assess how we are doing as the number of events requiring documentation through HCSIS has been so limited that it hasn't fully tested our systems. Additional discussion on roles and scopes for Incidents and Restraints would be helpful in assisting us fine tune our business practices at the facility."

HCSIS ARROW



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GOOD QUESTION:

How can I enter multiple medications into an MOR in HCSIS?

ANSWER:

After identifying the initial medication and entering the details, push "Save." You will see an "Operation Successful" message above the subject bar. Then push "Add" to enter an additional medication.

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LET'S BE CLEAR:

DMR, in creating its guidelines and definitions of Incidents, intentionally designed a system that raised the threshold of what needed to be reported to DMR through an Incident Reporting system. DMR understood that "letting go" of all the detailed information it required providers to submit would be an organizational challenge, similar to the one providers would experience in not reporting to DMR at the same level as required in the previous system. It is not DMR's interest or intention to replicate what we report now through other means in addition to HCSIS. DMR has determined that it will not require that level of information be reported to DMR any longer.

As we have implemented HCSIS in the Northeast and now CentralWest, we have made informed decisions to add certain additional categories of information that were not included in earlier versions of HCSIS or to reconfigure the way we present or gather certain pieces of information. We do not intend to allow "Incident Reporting Creep" to happen. Once each region goes live, we have an opportunity to step back and ask, "Have we missed anything?" "Are we capturing what we want and need?" "What changes do we need to make?" Our answers to these questions will guide next steps.

If you find differences among our Areas and Region and if we identify differences in how we handle similar situations across our service networks, it will be incumbent upon us all to make sure that such inconsistencies are addressed as we move forward. We will establish mechanisms to address and resolve any such issues and post what those mechanisms will be in a future HCSIS Alert!

DOS AND DON'TS:

If you are live in HCSIS - do not, repeat, do not create artificial incidents. HCSIS is a live environment and everything you create remains in the system until deleted. So if you find that you have created something erroneously, please notify your Supervisor as soon as possible so it can be removed from the system by DMR.

REMEMBER:

1. Share this Alert! with other people in your organization - Perhaps at staff meetings
2. Call Hans (617) 624-7781 or email at Hans.H.Toegel@state.ma.us with questions
3. Virtual Gateway Help Desk 1-800-421-0938